

Report to be forwarded the KCC, not later than  
the 20th of the month following each calendar quarter.

Attachment B  
Docket No. 14-GIMT-118-CPL

Monthly  
Quality of Service  
Report to the KCC

Company: Madison Telephone  
Reporting Year: 2021

Indicator	Reference	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CTRs/100 Lines	A-1	0.930	0.700	0.470									
% RTRs	A-2	0.250	0.000	0.000									
Average Repair Interval	A-3	7.750	8.670	2.500									
% Appointment Met	A-4	100.00%	100.00%	100.00%									
Jeopardy Condition?	Yes/No	No	No	No									
Noncompliance Condition?	Yes/No	No	No	No									
Condition Exempt?	Yes/No	No	No	No									

(May, 2008)

Signed: Shana Rains  
Title Regulatory Officer